(b) if so, whether the experts have conducted independent studies and warned an World Bank's considerable exposure in India;

(c) if so, what is the reaction of Government thereto; and

(d) what further steps Government contemplate in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (DR. ABRAR AHMED): (a) to (d) The News Item refers to an Independent study commissioned by Government of India on IDA assistance to India. The study has indicated that the World Bank's exposure to India will be adversely affected if the bond of concessional and non-concessional lending is hardened by increasing the percentage share of non-concessional loans. It has further indicated the need for more concessional assistance to India. This matter has been taken up by the Government of India both with bilateral donors and multilateral Institutions.

Melting the 25 paise coins

95. SHRI KRISHNA KUMAR BIRLA: Will the Minister of FINANCE be pleased to state:

(a) whether the attention of Government has been drawn to a press newsitem captioned "A 25 paise coin that costs Rs. 8" as reported in the 'Indian Express' of 26th January, 1993;

(b) if so, whether the Reserve Bank of India has re-melted the entire consignment of 25 paise coins dumped in the Reserve Bank of India vaults in Nagpur;

(c) if so, the reasons therefor;

(d) who is responsible for this colossal Wastage; and

(e) what steps Government contemplate in the matter?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (DR. ABRAR AHMED): (a) Yes, Sir. However, the average cost of 25 paise cupro-nickel coin when it was still being produced till April, 1991 was approx. 50 paise, but not Rs. 8 as reported in the newsitem.

(b) and (c) Since the intrinsic value of the 25 paise cupro-nickel coin was more than the face value, it was decided by the Government in April, 1991, on the recommendations of RBI, to withdraw the cupro-nickel 25 paise coins lying with the various Banks for deposit with the Government Mints for remelting.

(d) There has not been any major waste as this remelted material has since been used for miniting coins of higher enominations.

(e) Because of increasing cost of copper and nickel, it has been decided by the Government to use only stainless steel for coins in the denomination of 10 paise, 25 paise, 50 paise and Re. 1.

Report of Customer Service Committee

96. SHRI AJIT P. K. JOGI: Will the Minister of FINANCE be pleased to state:

(a) whether the customer Service Committee has submitted its report;

(b) if so, what are the details of its recommendations; and

(c) what steps are being taken or are proposed to be taken by Government to implement these recommendations?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (DR. ABRAR AHMED): (a) Reserve Bank of India (RBI) constituted a Committee in September, 1990 under the Chairmanship of Sh. M. N. Goiporia, the then Chairman, State Bank of India to study the

current state of customer service in banks and to suggest measures to improve performance in this area. The Committee submitted its report to the RBI in December, 1991.

(b) The Committee had made, wide ranging recommendations (97 in number) covering—(I) improvement of customer services, extending banking hours for non-services, by enlarging the scale of services, cash transactions, devising appropriate procedures to render uninterrupted service during business hours, extending facilities for exchange of multilated and soiled notes ensuring nomination in all accounts; (II) opening of specialised branches focusing on international banking industrial finance, small scale industries; (III-making bank employees more responsive and customer friendly bw job enrichment, proper training, reward system and more constructive role by employees organisations; (IV) technology upgradation and continuous review of systems and procedures in tune with the changing needs of customers; (V) making bank deposits more attractive by increasing savings bank interest rates, permitting tax benefits on deposits etc. (VI) compensating customers for delay in collection of cheques, payment by mail transfer, telegraphic transfer, etc.

(c) RBI had issued necessary instructions in January, 1992 advising banks to implement recommendations which did not require any further processing and to initiate suitable action on 9 recommendations which required examinations by banks including consultation with employees' organisations. RBI have issued instructions in May/July, 1992 for implementation of 6 more recommendations.

स्वापक औषधि और मनोप्रभावी पदार्थ अधिनियम, 1985 के अन्तर्गत विशेष अदालतों का गठन

97. **श्री अजीत जोगी** : क्या वित्त मंत्री यह बताने की कृपा करेंगे कि :

(क) स्वापक औषधि और मनोप्रभावी पदार्थ अधिनियम, 1985 के अन्तर्गत मामलों की सुनवाई के लिए अभी तक गठित की गई विशेष अदालतों की संख्या सहित उनका ब्यौरा क्या है ;

(ख) इन विशेष अदालतों के गठन हेतु केन्द्रीय सरकार और अन्य संगठनों द्वारा मध्य प्रदेश और उत्तर प्रदेश को कितनी धनराशि प्रदान की गई है ;

(ग) क्या अब तक मध्य प्रदेश में किसी विशेष अदालग का गठन किया गया है ; और

(घ) यदि नहीं, तो इसके क्या कारण हैं और इसका गठन कब तक किए जाने की संभवना है ?

वित्त मंत्रालय में राज्य मंत्री (श्री एम०वी० चन्द्रशेखर मूर्ति): (क) उपलब्ध सूचना के अनुसार, निम्नलिखित राज्यों ने, अभी तक, स्वापक औषध एवं मनःप्रभावी पदार्थ अधिनियम की धारा 36 के अंतर्गत विशेष अदालतें गठित की हैं :—

क्रम सं0	राज्य	विशेष अदालतों की संख्या
1.	गोवा	1
2.	महाराष्ट्र	8
3.	मणिपुर	4
4.	मेघालय	5
5.	त्रिपुरा	1

(ख) केन्द्रीय सरकार द्वारा स्वापक औषध एवं मन: प्रभावी पदार्थ अधिनियम क अंतर्गत विशेष अदालत के गठन के लिए किसी राज्य को कोई धन राशि प्रदान नहीं की गई है ।

(ग) मध्यप्रदेश में अभी तक स्वापक औषध एवं मनःप्रभावी पदार्थ अधिनियम की धारा 36 के अंतर्गत किसी विशेष अदालत का गठन नहीं किया गया है ।

(घ) राज्य सरकारों को विशेष अदालतों के गठन के लिए अनुरोध कर दिया गया है ।